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USWEST

Kenneth T. Cartmell
Executive Director - Federal Regulatory

June 12, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW, Room 7-C155
Washington, DC 20554

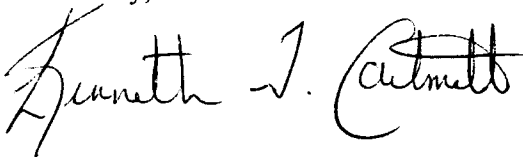
RE: CFR 46, Section 63.100
Final Service Disruption Report, Los Alamos, NM
LSALNMMADS0

Dear Mr. Hatfield:

On May 11, 2000, U S WEST Communications (USWC) experienced a Service outage in Los Alamos, New Mexico. In accordance with the reporting rules, enclosed is USWC's Final Service Disruption Report for this outage.

Please contact me if you have questions concerning this report.

Sincerely,



Attachments

cc: Mr. Robert Kimball
Mr. Doug Sicker

Final Service Disruption Report

Reporting Company: U S WEST

Location of Disruption: Los Alamos, NM (LSALNMMADS0)

1. Date and Time of Incident:

May 11, 2000 at 2130 MDT.

2. Geographic Area Affected:

Los Alamos, NM was affected.

3. Estimated Number of Customers Affected:

Approximately 1100 U S WEST customers were affected by the outage.

4A. Types of Services Affected:

InterLATA, IntraLATA, toll, 911, and Operator Services were affected.

4B. 911 Service Affected:

911 Service for Los Alamos and White Rock New Mexico were rerouted to local 7-digit numbers, as a precautionary measure.

5. Duration of Outage:

Service was restored incrementally. Approximately 400 PCS Wireless phones were deployed by May 19, 2000, for customers requiring immediate service. By June 6, 2000 only 25 customers remained on PCS Wireless service, the land line service of all other U S WEST customers had been restored. Temporary facilities have been put in place for full restoration of service. Placement of permanent facilities will continue over the coming months.

- 6. Estimated Number of Blocked Calls:

There were no blocked calls associated with the failure. The area had been evacuated.

7A. Root Cause of the Incident:

The root cause of the incident was a forest fire.

On May 4, 2000, the National Park Service at Bandolier National Monument ignited a prescribed fire. Sporadic wind changes caused loss of control on the upper east fireline and the prescribed fire was declared a wildfire at 1300 MDT on May 5, 2000.

Continuing high winds caused the fire to burn further out of control, crossing the fire lines to the north, south, and east, and entering Los Alamos Canyon. On May 10, 2000, the towns of Los Alamos and White Rock were evacuated.

The forest fire continued to burn over 48,650 acres, including over 8,000 acres on the Los Alamos Lab property. Four hundred families were displaced as a result of fire damage to their homes.

7B. Name and Type of Equipment:

Local loop cable in the affected residential areas and two digital loop carrier systems were burned. One local loop fiber to the curb system was out of service until commercial power was restored.

7C. Specific Part of Network Affected:

Local loop and digital loop carrier providing dial tone.

8. Method(s) Used to Restore Service:

On May 10, 2000, the U S WEST Disaster Recovery Team activated a local Emergency Operations Center (EOC) in Los Alamos and a supporting EOC in Denver, Colorado to identify damage prevention tactics and recovery processes. The team identified issues and addressed the situation as follows:

Provide for USW personnel in the affected areas.	All USW employees were released from duty to evacuate their families. Several employees subsequently lost their homes, but no injuries were sustained.
Develop contingency plans for 911, in the event of Central Office (CO) isolation.	911 for Los Alamos and White Rock was rerouted to 7-digit local numbers until the fire was contained. Plans for reroute of the Santa Fe North CO did not need to be implemented. Damage to the COs was prevented. New switches were not required.
Switch vendors were contacted for immediate replacement and installation of equipment. Secure switch back up tapes.	Technicians in Los Alamos and White Rock made back up tapes and transported them to a secure location.
Procure technical assistance.	Telcordia participated in EOC conference calls throughout the duration of the event. They provided documentation of safety precautions, equipment needs, and restoration processes. They also provided on-site assistance for assessment of damage to the COs and outside plant.
Establish power requirements.	Deployed additional generators and battery strings to Los Alamos to support COs, in the event of loss of commercial power.

Assess interoffice facility (IOF) risk.

Identified location of aerial IOF fiber in Los Alamos canyon.

Sent fire retardant blankets to Telcordia for testing.

Established plan for burial of cable.

Identified critical services to be patched to existing microwave radio if toll service was lost.

Arranged for deployment of additional radio service, if needed.

Developed plan for internal communications in case access to COs was lost.

Assess trunking requirements.

Installed additional trunks to tandem, from Santa Fe Main to Santa Fe Southwest. Also installed additional trunks from U S WEST to GTE in Espinola, at request of GTE.

Verify fuel availability for generators.

Contacted fuel vendor to schedule deliveries, as required. Although the generators were required periodically, no additional fuel was required.

Safety issues covered.

Additional power test equipment and safety gear was delivered to the area. Safety personnel were on site to evaluate safety issues related to damage prevention and reconstruction.

Provide temporary service to burned areas.

Placed four Quick Start radios adjacent to the damaged area, including pair gain systems. Deployed portable coin trailers to the radio sites. Provided immediate telephone service to fire fighters and other emergency personnel. Radio service was also used for residents as they moved back to the area.

Provide for remote switches (Los Alamos host).

Developed re-home plan for Santa Fe remote switch in the event the IOF cable with umbilicals was destroyed. Patch cables and software package prepared. IOF did not fail.

CO building and area protected.

Trees and foliage in the area of the CO were removed. Vehicles were removed from the area. Roof top drainage systems were plugged and flooded roof with 3 inches of water. Water tanker trucks were deployed and remained on site until fire danger passed. Air intake to buildings was restricted to prevent smoke from entering the buildings.

Provide critical services.

Additional lines for local emergency personnel, FEMA, Red Cross, insurance companies and the Los Alamos Labs were installed as needed.

Assist Los Alamos Labs, EOC, et al.

Established alternative site for Los Alamos EOC, including Red Cross and police department. The EOC was moved when the city was evacuated. A U S WEST Federal Services employee was assigned to interface with the Labs and the city EOC for national security and direct communications with U S WEST.

U S WEST building security enacted.

Security company was retained to ensure security for buildings and employees.

Deploy alternative communications methodology for customers. Handle customer requests.

Established two Customer Care Centers, where customers could place requests for disconnection, call forwarding, etc.

Provided voice messaging, call forwarding, etc. for customers whose residences and services were destroyed.

Deployed PCS Wireless phones. As customers returned to Los Alamos, they could request a PCS Wireless phone. Their local land line number was then forwarded to the PCS Wireless phone, with voice mailboxes included.

A separate trunk group was installed from Los Alamos to the Phoenix, Arizona PCS switch to handle the additional traffic.

Other considerations

Coin trailers were deployed, as well as PCS Wireless service. Additional trunking was installed to prevent call blocking.

A temporary mobile home park is being set up to provide temporary housing to displaced residents and U S WEST has placed temporary cable to the area.

9. Steps Taken to Prevent Recurrence of Outage:

This occurrence was not preventable by U S WEST. However, steps have been taken to mitigate the effect of such events. In Los Alamos, some areas will not be rebuilt; the areas will be converted to parks or open space to provide buffer zones. Permanent cable will be placed over the next several months; where possible, buried cable, rather than aerial cable will be installed.

10A. Applicable Best Practice(s):

U S WEST reviewed Network Reliability: A Report to the Nation, June 1993 and evaluated all recommendations and best practices by focus area. Based on the root cause analysis, the most appropriate focus areas are:

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

Section F – E911 Systems

Reference 6.4 Network Management Center

Section G- Fire Prevention in Telecommunications Facilities

Reference 6.7 building Systems

10B. Best Practice(s) Used:

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

Section F – E911 Systems

Reference 6.4 Network Management Center

Section G- Fire Prevention in Telecommunications Facilities

Reference 6.7 building Systems

10C. Analysis of Effectiveness of Best Practice(s):

Section B - Signaling Network Systems

Reference 6.1.1 - Root Cause Analysis

While this recommendation is specific to Signaling Networks, U S WEST currently requires a root cause analysis on all significant network failures.

Section F – E911 Systems

Reference 6.4 Network Management Center

This recommendation describes the use of centralized network management centers to monitor the E911 network as a unique entity, separate from the rest of the network.

U S WEST network traffic for E911 trunk groups is monitored in the two regional Network Management Centers. U S WEST also has two Regional network Reliability Operations Centers with responsibility for monitoring the health of the network.

In this event, U S WEST took every precaution to ensure 911 service remained available.

Section G – Fire Prevention in Telecommunications Facilities

Reference 6.7 – Building Systems

This section describes practices and recommendations to reduce and prevent fires. The recommendations include: avoiding the use of combustible landscaping material adjacent to the structure; proper outside air filtration and damper control to prevent smoke from entering the facility; providing smoke detection capability and adequate ventilation in the engine room environment; and providing over current protection devices and verification of all fusing arrangements. The U S WEST team at Los Alamos assessed each of these recommendations and took appropriate actions.

Contact Person:

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Washington, D.C. 20036
Telephone (202) 429-3136

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FCC INITIAL REPORT

U S WEST - Large Scale Abnormal Condition Report (LSACR)
Service Disruption Report

[] 120 MINUTE REPORT [✓] 3 DAY REPORT

ACR #: NM.000507.005Date of Incident: 5/11/00 Time of Incident: 21:30 MDTGeographic Area Directly Affected: LOS Alamos, NM
[Cities, LATA(s), States(s)]CLLI code(s) for affected area: LSALNMMAD50Estimated Number of Customers Affected: 1000+ FIRE
[i.e. Access lines in the switch, LATA(s) or States(s)]Types of Services Affected (e.g. Local, Toll, 800, 911, FAA, etc.): Local
Exchange ServicesDuration of Outage(Hours & Minutes): ongoingEstimated Number of Blocked Calls: NAApparent Cause of Incident: Fire (Forest) impacting
Las AlamosMethod Used to Restore Service: NASteps Taken to Prevent Recurrence: NACONTACT PERSON: Kenneth Cartmell-Exec. Dir-Fed Regulatory Ph: 202-429-3136
U S WEST
1020 19th Street NW Suite 700, Washington, D. C. 20036Tim Mason
Vice President - NROC
Ph: (303) 707-5100
U S WEST

700 W. Mineral, Littleton, CO 80120

Date Reported to FCC: 5/11/2000Person Faxing Report: Karen EccliTelephone Number: 303 707-8095

-or-

Dave Rygh
Director - Network Management Center
Ph: 303-707-5608
U S WEST
700 W. Mineral, Littleton, CO 80120

Time Reported to FCC: _____

(Include AM/PM, Time Zone)

Time Confirmed with FCC: _____

FCC Contact Name: _____

PRI FAX: Monitoring Watch Officer (202) 418-2812-Confirm at (202) 632-6975

Secondary FAX: Monitoring Watch Officer (301) 725-2521 - Confirm at (301) 725-2278

(To be used only at the direction of the Primary Fax Monitoring Watch Officer)

o FAX to: U S WEST Federal Relations Office at (202) 296-5157

o FAX to: Karen Eccli/Jane Quigley (303) 707-2229

o FAX to: Glenda Weibel (206) 345-2129

o FAX to: Bev Sharpe (303) 694-1719